

UTILITY

	2015	2016	2017	2018	2019
	-----	-----	-----	-----	-----
Ameren	-	-	-	-	-
Com Ed	-	-	-	-	-
Mid American	-	-	-	-	-
Public Utility	111	103	90	46	42
	100.0%	100.0%	100.0%	100.0%	100.0%
TOTAL ANSWERING	111	103	90	46	42
	100.0%	100.0%	100.0%	100.0%	100.0%

Type

	2015	2016	2017	2018	2019
	-----	-----	-----	-----	-----
Residential	-	-	-	-	-
Non-Residential	111 100.0%	103 100.0%	90 100.0%	46 100.0%	42 100.0%
TOTAL ANSWERING	111 100.0%	103 100.0%	90 100.0%	46 100.0%	42 100.0%

Q1. (How would you rate the job that <utility> does on....) Providing electric service overall?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1 1.0%	1 1.1%	-	-
1	-	-	-	-	-
2	1 0.9%	-	-	-	-
3	-	-	-	-	-
4	-	1 1.0%	1 1.1%	-	-
5	2 1.8%	2 1.9%	3 3.3%	1 2.2%	-
6	1 0.9%	1 1.0%	1 1.1%	1 2.2%	-
7	6 5.4%	5 4.9%	6 6.7%	3 6.5%	2 4.8%
8	20 18.0%	17 16.5%	17 18.9%	6 13.0%	4 9.5%
9	33 29.7%	21 20.4%	17 18.9%	10 21.7%	10 23.8%
10 Excellent	48 43.2%	55 53.4%	44 48.9%	25 54.3%	26 61.9%
0 to 4 (Negative)	1 0.9%	2 1.9%	2 2.2%	-	-
5 (Neutral)	2 1.8%	2 1.9%	3 3.3%	1 2.2%	-
6 to 10 (Positive)	108 97.3%	99 96.1%	85 94.4%	45 97.8%	42 100.0%
9 and 10 (Top Box)	81 73.0%	76 73.8%	61 67.8%	35 76.1%	36 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	111 100.0%	103 100.0%	90 100.0%	46 100.0%	42 100.0%
MEAN	8.98	9.03	8.84	9.13	9.43
MEDIAN	9.00	10.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q2. (How would you rate the job that <utility> does on....) Providing reliable electric service?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1 1.0%	-	-	-
1	-	-	-	-	-
2	1 0.9%	-	-	-	-
3	-	-	1 1.1%	-	-
4	-	1 1.0%	-	-	-
5	2 1.8%	-	-	-	-
6	1 0.9%	-	1 1.1%	3 6.7%	-
7	5 4.5%	6 5.8%	6 6.8%	3 6.7%	2 4.8%
8	21 18.9%	18 17.5%	16 18.2%	6 13.3%	5 11.9%
9	27 24.3%	20 19.4%	22 25.0%	4 8.9%	8 19.0%
10 Excellent	54 48.6%	57 55.3%	42 47.7%	29 64.4%	27 64.3%
0 to 4 (Negative)	1 0.9%	2 1.9%	1 1.1%	-	-
5 (Neutral)	2 1.8%	-	-	-	-
6 to 10 (Positive)	108 97.3%	101 98.1%	87 98.9%	45 100.0%	42 100.0%
9 and 10 (Top Box)	81 73.0%	77 74.8%	64 72.7%	33 73.3%	35 83.3%
TOTAL NON-RESPONSES	-	-	2 2.3%	1 2.2%	-
TOTAL ANSWERING	111 100.0%	103 100.0%	88 100.0%	45 100.0%	42 100.0%
MEAN	9.05	9.13	9.06	9.18	9.43
MEDIAN	9.00	10.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q3. (How would you rate the job that <utility> does on....) Keeping your electric rates reasonable?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	4 4.0%	2 2.0%	3 3.6%	2 4.7%	2 5.3%
1	-	2 2.0%	3 3.6%	1 2.3%	-
2	4 4.0%	1 1.0%	1 1.2%	-	-
3	1 1.0%	3 3.0%	2 2.4%	2 4.7%	1 2.6%
4	2 2.0%	5 5.0%	5 6.0%	1 2.3%	2 5.3%
5	15 15.2%	14 14.0%	10 12.0%	5 11.6%	4 10.5%
6	7 7.1%	8 8.0%	7 8.4%	5 11.6%	-
7	12 12.1%	7 7.0%	15 18.1%	5 11.6%	4 10.5%
8	22 22.2%	17 17.0%	10 12.0%	9 20.9%	5 13.2%
9	11 11.1%	17 17.0%	8 9.6%	4 9.3%	9 23.7%
10 Excellent	21 21.2%	24 24.0%	19 22.9%	9 20.9%	11 28.9%
0 to 4 (Negative)	11 11.1%	13 13.0%	14 16.9%	6 14.0%	5 13.2%
5 (Neutral)	15 15.2%	14 14.0%	10 12.0%	5 11.6%	4 10.5%
6 to 10 (Positive)	73 73.7%	73 73.0%	59 71.1%	32 74.4%	29 76.3%
9 and 10 (Top Box)	32 32.3%	41 41.0%	27 32.5%	13 30.2%	20 52.6%
TOTAL NON-RESPONSES	12 12.1%	3 3.0%	7 8.4%	3 7.0%	4 10.5%
TOTAL ANSWERING	99 100.0%	100 100.0%	83 100.0%	43 100.0%	38 100.0%
MEAN	7.12	7.29	6.87	6.95	7.63
MEDIAN	8.00	8.00	7.00	8.00	9.00
MODE	8.00	10.00	10.00	8.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q4. (How would you rate the job that <utility> does on....) Keeping the electric system, including power lines and equipment, in good working order?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1	1	-	-
1	-	1.0%	1.1%	-	-
2	-	-	-	-	-
3	1	-	-	-	-
4	0.9%	-	-	-	-
5	3	1	1	2	-
6	2.8%	1.0%	1.1%	4.3%	-
7	5	4	2	1	1
8	4.6%	4.0%	2.3%	2.2%	2.4%
9	19	17	16	8	6
10 Excellent	17.4%	17.0%	18.4%	17.4%	14.3%
	26	25	27	5	10
	23.9%	25.0%	31.0%	10.9%	23.8%
	52	52	38	29	25
	47.7%	52.0%	43.7%	63.0%	59.5%
0 to 4 (Negative)	1	1	2	-	-
	0.9%	1.0%	2.3%	-	-
5 (Neutral)	3	1	1	2	-
	2.8%	1.0%	1.1%	4.3%	-
6 to 10 (Positive)	105	98	84	44	42
	96.3%	98.0%	96.6%	95.7%	100.0%
9 and 10 (Top Box)	78	77	65	34	35
	71.6%	77.0%	74.7%	73.9%	83.3%
TOTAL NON-RESPONSES	2	3	3	-	-
	1.8%	3.0%	3.4%	-	-
TOTAL ANSWERING	109	100	87	46	42
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.96	9.14	8.97	9.17	9.40
MEDIAN	9.00	10.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q5. (How would you rate the job that <utility> does on....) Minimizing the number of power interruptions lasting LESS than one minute?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	1 1.2%	-	-
1	-	-	1 1.2%	-	-
2	-	-	-	1 2.2%	-
3	2 1.9%	2 2.0%	-	1 2.2%	-
4	1 0.9%	1 1.0%	1 1.2%	-	-
5	4 3.7%	4 4.0%	2 2.4%	2 4.4%	1 2.9%
6	3 2.8%	2 2.0%	1 1.2%	2 4.4%	-
7	6 5.6%	7 7.1%	3 3.6%	2 4.4%	4 11.4%
8	23 21.5%	17 17.2%	29 34.5%	6 13.3%	3 8.6%
9	31 29.0%	22 22.2%	20 23.8%	8 17.8%	10 28.6%
10 Excellent	37 34.6%	44 44.4%	26 31.0%	23 51.1%	17 48.6%
0 to 4 (Negative)	3 2.8%	3 3.0%	3 3.6%	2 4.4%	-
5 (Neutral)	4 3.7%	4 4.0%	2 2.4%	2 4.4%	1 2.9%
6 to 10 (Positive)	100 93.5%	92 92.9%	79 94.0%	41 91.1%	34 97.1%
9 and 10 (Top Box)	68 63.6%	66 66.7%	46 54.8%	31 68.9%	27 77.1%
TOTAL NON-RESPONSES	4 3.7%	4 4.0%	6 7.1%	1 2.2%	7 20.0%
TOTAL ANSWERING	107 100.0%	99 100.0%	84 100.0%	45 100.0%	35 100.0%
MEAN	8.63	8.74	8.50	8.69	9.06
MEDIAN	9.00	9.00	9.00	10.00	9.00
MODE	10.00	10.00	8.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Zero times	34 33.7%	39 43.8% D	21 30.0%	9 24.3%	13 38.2%
1 to 2 times	33 32.7%	28 31.5%	24 34.3%	14 37.8%	11 32.4%
3 or more times	34 33.7%	22 24.7%	25 35.7%	14 37.8%	10 29.4%
TOTAL NON-RESPONSES	10 9.9%	14 15.7%	20 28.6% A	9 24.3%	8 23.5%
TOTAL ANSWERING	101 100.0%	89 100.0%	70 100.0%	37 100.0%	34 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q7. (How would you rate the job that <utility> does on....) Minimizing the number of power outages lasting MORE than one minute?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	1	-	-
1	-	-	1.2%	-	-
2	-	-	-	-	-
3	2	1	-	-	-
4	1.9%	1.0%	-	-	-
5	2	1	1	-	-
6	1.9%	1.0%	1.2%	-	-
7	3	2	2	1	-
8	2.9%	2.0%	2.3%	2.3%	-
9	2	2	2	2	-
10 Excellent	1.9%	2.0%	2.3%	4.5%	-
	11	8	9	5	4
	10.7%	7.9%	10.5%	11.4%	10.3%
	27	20	19	7	5
	26.2%	19.8%	22.1%	15.9%	12.8%
	23	21	19	9	10
	22.3%	20.8%	22.1%	20.5%	25.6%
	33	46	33	20	20
	32.0%	45.5%	38.4%	45.5%	51.3%
0 to 4 (Negative)	4	2	2	-	-
	3.9%	2.0%	2.3%	-	-
5 (Neutral)	3	2	2	1	-
	2.9%	2.0%	2.3%	2.3%	-
6 to 10 (Positive)	96	97	82	43	39
	93.2%	96.0%	95.3%	97.7%	100.0%
9 and 10 (Top Box)	56	67	52	29	30
	54.4%	66.3%	60.5%	65.9%	76.9%
TOTAL NON-RESPONSES	8	2	4	2	3
	7.8%	2.0%	4.7%	4.5%	7.7%
TOTAL ANSWERING	103	101	86	44	39
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.46	8.85	8.63	8.84	9.18
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Zero times	21 21.2%	40 41.2% ACD	16 20.5%	8 22.2%	9 26.5%
1 to 2 times	44 44.4%	36 37.1%	38 48.7%	20 55.6%	16 47.1%
3 or more times	34 34.3% B	21 21.6%	24 30.8%	8 22.2%	9 26.5%
TOTAL NON-RESPONSES	12 12.1%	6 6.2%	12 15.4%	10 27.8% B	8 23.5% B
TOTAL ANSWERING	99 100.0%	97 100.0%	78 100.0%	36 100.0%	34 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q9. When was it? (PROBE: Your outage lasting more than one minute.)

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
4Q this year	5 9.3%	3 9.1%	16 31.4% ABD	4 12.9%	-
3Q this year	24 44.4%	15 45.5%	21 41.2%	21 67.7% AC	8 53.3%
2Q this year	22 40.7% D	10 30.3% D	12 23.5%	3 9.7%	7 46.7% D
1Q this year	3 5.6%	3 9.1%	2 3.9%	3 9.7%	-
4Q last year	-	1 3.0%	-	-	-
Prior to 4Q last year	-	1 3.0%	-	-	-
TOTAL NON-RESPONSES	57 105.6% CD	70 212.1%	39 76.5% D	15 48.4%	27 180.0%
TOTAL ANSWERING	54 100.0%	33 100.0%	51 100.0%	31 100.0%	15 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	47 61.8%	31 66.0%	43 70.5%	25 78.1%	16 69.6%
1 to 5 hours	28 36.8%	15 31.9%	16 26.2%	7 21.9%	7 30.4%
6 or more hours	1 1.3%	1 2.1%	2 3.3%	-	-
TOTAL ANSWERING	76 100.0%	47 100.0%	61 100.0%	32 100.0%	23 100.0%

Comparison Groups: ABCDE  
 Independent Z-Test for Percentages (unpooled proportions)  
 Uppercase letters indicate significance at the 95% level.

Q11. How long was the SHORTEST of these outages over one minute?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	45 83.3%	20 83.3%	33 89.2%	19 100.0% ABC	12 100.0% ABC
1 to 5 hours	9 16.7%	4 16.7%	4 10.8%	-	-
6 or more hours	-	-	-	-	-
TOTAL ANSWERING	54 100.0%	24 100.0%	37 100.0%	19 100.0%	12 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	22 39.3%	15 50.0%	24 58.5%	13 61.9%	6 42.9%
1 to 5 hours	29 51.8% CD	13 43.3%	13 31.7%	5 23.8%	8 57.1% D
6 or more hours	5 8.9%	2 6.7%	4 9.8%	3 14.3%	-
TOTAL ANSWERING	56 100.0%	30 100.0%	41 100.0%	21 100.0%	14 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Yes	8 7.3%	3 2.9%	2 2.3%	2 4.3%	4 9.8%
No	101 92.7%	100 97.1%	86 97.7%	44 95.7%	37 90.2%
TOTAL NON-RESPONSES	2 1.8%	-	2 2.3%	-	1 2.4%
TOTAL ANSWERING	109 100.0%	103 100.0%	88 100.0%	46 100.0%	41 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Loss of perishables (food, etc...)	1 12.5%	-	-	-	-
Loss of electrical equipment or accessories	3 37.5%	1 33.3%	1 50.0%	2 100.0% AB	3 100.0% AB
Interruption of business	4 50.0%	2 66.7%	2 100.0% A	-	-
Injury to self or another person	-	-	-	-	-
Other	1 12.5%	-	-	-	-
TOTAL NON-RESPONSES	-	-	-	-	1 33.3%
TOTAL ANSWERING	8 100.0%	3 100.0%	2 100.0%	2 100.0%	3 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q15. (How would you rate <utility> at....) Restoring electric service at your business when outages occur?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	2	-	-	-	-
	1.9%				
4	1	1	1	1	-
	0.9%	1.0%	1.2%	2.3%	
5	-	1	2	1	1
		1.0%	2.4%	2.3%	2.6%
6	3	1	2	1	-
	2.8%	1.0%	2.4%	2.3%	
7	2	8	6	4	2
	1.9%	8.3%	7.1%	9.1%	5.1%
8	27	13	17	4	4
	25.5%	13.5%	20.0%	9.1%	10.3%
9	21	27	17	8	9
	19.8%	28.1%	20.0%	18.2%	23.1%
10 Excellent	50	45	40	25	23
	47.2%	46.9%	47.1%	56.8%	59.0%
0 to 4 (Negative)	3	1	1	1	-
	2.8%	1.0%	1.2%	2.3%	
5 (Neutral)	-	1	2	1	1
		1.0%	2.4%	2.3%	2.6%
6 to 10 (Positive)	103	94	82	42	38
	97.2%	97.9%	96.5%	95.5%	97.4%
9 and 10 (Top Box)	71	72	57	33	32
	67.0%	75.0%	67.1%	75.0%	82.1%
TOTAL NON-RESPONSES	5	7	5	2	3
	4.7%	7.3%	5.9%	4.5%	7.7%
TOTAL ANSWERING	106	96	85	44	39
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.93	9.04	8.91	9.02	9.28
MEDIAN	9.00	9.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utility> at....) Providing information about extended outages?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 2.0%	1 1.1%	2 2.5%	2 4.7%	-
1	1 1.0%	-	2 2.5%	-	-
2	4 4.0%	-	-	-	-
3	1 1.0%	-	-	-	-
4	2 2.0%	3 3.2%	2 2.5%	2 4.7%	-
5	6 6.0%	3 3.2%	4 5.0%	6 14.0%	3 7.9%
6	4 4.0%	2 2.2%	4 5.0%	1 2.3%	-
7	7 7.0%	8 8.6%	8 10.0%	3 7.0%	1 2.6%
8	21 21.0%	13 14.0%	13 16.2%	4 9.3%	7 18.4%
9	14 14.0%	18 19.4%	11 13.8%	4 9.3%	7 18.4%
10 Excellent	38 38.0%	45 48.4%	34 42.5%	21 48.8%	20 52.6%
0 to 4 (Negative)	10 10.0%	4 4.3%	6 7.5%	4 9.3%	-
5 (Neutral)	6 6.0%	3 3.2%	4 5.0%	6 14.0%	3 7.9%
6 to 10 (Positive)	84 84.0%	86 92.5%	70 87.5%	33 76.7%	35 92.1%
9 and 10 (Top Box)	52 52.0%	63 67.7%	45 56.2%	25 58.1%	27 71.1%
TOTAL NON-RESPONSES	11 11.0%	10 10.8%	10 12.5%	3 7.0%	4 10.5%
TOTAL ANSWERING	100 100.0%	93 100.0%	80 100.0%	43 100.0%	38 100.0%
MEAN	7.97	8.72	8.16	7.98	8.97
MEDIAN	9.00	9.00	9.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utility> at....) Being accessible during an outage?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	1 0.9%	1 1.0%	-	-	-
1	-	-	1 1.2%	1 2.3%	-
2	1 0.9%	-	1 1.2%	1 2.3%	-
3	-	-	1 1.2%	-	-
4	3 2.8%	1 1.0%	2 2.4%	-	-
5	5 4.7%	5 5.2%	1 1.2%	2 4.7%	2 5.1%
6	1 0.9%	2 2.1%	1 1.2%	-	-
7	10 9.4%	4 4.1%	5 5.9%	5 11.6%	3 7.7%
8	19 17.9%	16 16.5%	19 22.4%	3 7.0%	4 10.3%
9	17 16.0%	13 13.4%	15 17.6%	7 16.3%	7 17.9%
10 Excellent	49 46.2%	55 56.7%	39 45.9%	24 55.8%	23 59.0%
0 to 4 (Negative)	5 4.7%	2 2.1%	5 5.9%	2 4.7%	-
5 (Neutral)	5 4.7%	5 5.2%	1 1.2%	2 4.7%	2 5.1%
6 to 10 (Positive)	96 90.6%	90 92.8%	79 92.9%	39 90.7%	37 94.9%
9 and 10 (Top Box)	66 62.3%	68 70.1%	54 63.5%	31 72.1%	30 76.9%
TOTAL NON-RESPONSES	5 4.7%	6 6.2%	5 5.9%	3 7.0%	3 7.7%
TOTAL ANSWERING	106 100.0%	97 100.0%	85 100.0%	43 100.0%	39 100.0%
MEAN	8.58	8.91	8.67	8.72	9.13
MEDIAN	9.00	10.00	9.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utility> by phone?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Yes	60 54.1%	54 54.0%	45 50.6%	29 64.4%	24 57.1%
No	51 45.9%	46 46.0%	44 49.4%	16 35.6%	18 42.9%
TOTAL NON-RESPONSES	-	3 3.0%	1 1.1%	1 2.2%	-
TOTAL ANSWERING	111 100.0%	100 100.0%	89 100.0%	45 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
(To report a power problem, outage, or downed wire)	41 68.3%	30 58.8%	25 56.8%	17 58.6%	12 50.0%
(To stop, start or transfer service)	-	1 2.0%	2 4.5%	-	3 12.5%
(To make a payment arrangement or other billing question)	10 16.7%	10 19.6%	10 22.7%	7 24.1%	6 25.0%
(To get information about locations, programs or services)	6 10.0%	1 2.0%	5 11.4%	1 3.4%	1 4.2%
(Other)	3 5.0%	9 17.6% AC	2 4.5%	4 13.8%	2 8.3%
TOTAL NON-RESPONSES	1 1.7%	3 5.9%	1 2.3%	-	-
TOTAL ANSWERING	60 100.0%	51 100.0%	44 100.0%	29 100.0%	24 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Automatic Telephone Response System only	4 6.9%	2 3.8%	5 11.1%	3 10.7%	2 8.7%
Customer Service Rep only	43 74.1% D	41 77.4% DE	28 62.2%	14 50.0%	12 52.2%
Both	11 19.0%	10 18.9%	12 26.7%	11 39.3%	9 39.1%
TOTAL NON-RESPONSES	2 3.4%	1 1.9%	-	1 3.6%	1 4.3%
TOTAL ANSWERING	58 100.0%	53 100.0%	45 100.0%	28 100.0%	23 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utility> meet your needs during this phone call?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 3.5%	-	2 4.4%	1 3.6%	-
1	-	-	-	1 3.6%	-
2	-	1 1.9%	-	-	-
3	-	-	-	-	-
4	1 1.8%	1 1.9%	-	-	1 4.3%
5	1 1.8%	1 1.9%	3 6.7%	1 3.6%	1 4.3%
6	1 1.8%	-	-	-	1 4.3%
7	-	2 3.8%	1 2.2%	1 3.6%	1 4.3%
8	7 12.3%	7 13.2%	3 6.7%	1 3.6%	1 4.3%
9	10 17.5%	4 7.5%	7 15.6%	3 10.7%	5 21.7%
10 Excellent	35 61.4%	37 69.8%	29 64.4%	20 71.4%	13 56.5%
0 to 4 (Negative)	3 5.3%	2 3.8%	2 4.4%	2 7.1%	1 4.3%
5 (Neutral)	1 1.8%	1 1.9%	3 6.7%	1 3.6%	1 4.3%
6 to 10 (Positive)	53 93.0%	50 94.3%	40 88.9%	25 89.3%	21 91.3%
9 and 10 (Top Box)	45 78.9%	41 77.4%	36 80.0%	23 82.1%	18 78.3%
TOTAL NON-RESPONSES	1 1.8%	-	-	-	-
TOTAL ANSWERING	57 100.0%	53 100.0%	45 100.0%	28 100.0%	23 100.0%
MEAN	8.96	9.19	8.87	8.86	8.91
MEDIAN	10.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q22. Are you aware <utility>... Has a toll-free number to report power outages?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Very familiar	39 36.1%	40 40.8%	40 44.9%	15 32.6%	15 38.5%
Somewhat familiar	20 18.5%	20 20.4%	15 16.9%	11 23.9%	11 28.2%
Not at all familiar	49 45.4%	38 38.8%	34 38.2%	20 43.5%	13 33.3%
TOTAL NON-RESPONSES	3 2.8%	5 5.1%	1 1.1%	-	3 7.7%
TOTAL ANSWERING	108 100.0%	98 100.0%	89 100.0%	46 100.0%	39 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q23. Are you aware <utility>... Is available 24 hours a day, seven days a week by phone in the event of a power outage?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Very familiar	73 67.0%	76 74.5%	59 65.6%	32 69.6%	25 59.5%
Somewhat familiar	22 20.2%	17 16.7%	17 18.9%	9 19.6%	10 23.8%
Not at all familiar	14 12.8%	9 8.8%	14 15.6%	5 10.9%	7 16.7%
TOTAL NON-RESPONSES	2 1.8%	1 1.0%	-	-	-
TOTAL ANSWERING	109 100.0%	102 100.0%	90 100.0%	46 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q24. Are you aware <utility>... Reports information about extended power outages to the news media to keep customers informed?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Very familiar	39 35.5%	44 43.1%	36 40.9%	16 37.2%	17 41.5%
Somewhat familiar	31 28.2%	28 27.5%	22 25.0%	12 27.9%	12 29.3%
Not at all familiar	40 36.4%	30 29.4%	30 34.1%	15 34.9%	12 29.3%
TOTAL NON-RESPONSES	1 0.9%	1 1.0%	2 2.3%	3 7.0%	1 2.4%
TOTAL ANSWERING	110 100.0%	102 100.0%	88 100.0%	43 100.0%	41 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q25. Are you aware <utility>... Offers different bill payment options to qualified customers, such as paying a fixed monthly amount?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Very familiar	51 46.8%	49 48.0%	45 50.6%	22 48.9%	24 57.1%
Somewhat familiar	26 23.9%	28 27.5% E	19 21.3%	16 35.6% E	5 11.9%
Not at all familiar	32 29.4% D	25 24.5%	25 28.1%	7 15.6%	13 31.0%
TOTAL NON-RESPONSES	2 1.8%	1 1.0%	1 1.1%	1 2.2%	-
TOTAL ANSWERING	109 100.0%	102 100.0%	89 100.0%	45 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q26. Are you aware <utility>... Trims trees to reduce the occurrence of power outages?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Very familiar	85 76.6% B	62 60.2%	61 67.8%	39 86.7% BC	30 71.4%
Somewhat familiar	17 15.3%	18 17.5%	20 22.2%	5 11.1%	6 14.3%
Not at all familiar	9 8.1%	23 22.3% ACD	9 10.0% D	1 2.2%	6 14.3% D
TOTAL NON-RESPONSES	-	-	-	1 2.2%	-
TOTAL ANSWERING	111 100.0%	103 100.0%	90 100.0%	45 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q27. How would you rate the job that <utility> does on trimming trees to reduce the occurrence of power outages?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	1	1	-	-
1	-	1.4%	1.2%	-	-
2	3	-	-	-	-
3	3.1%	-	-	-	-
4	1	-	2	-	-
5	1.0%	-	2.5%	-	-
6	8	4	3	2	-
7	8.3%	5.4%	3.8%	4.8%	-
8	6	2	2	1	2
9	6.2%	2.7%	2.5%	2.4%	5.7%
10 Excellent	7	5	4	1	3
	7.3%	6.8%	5.0%	2.4%	8.6%
	14	10	16	9	8
	14.6%	13.5%	20.0%	21.4%	22.9%
	15	14	11	8	4
	15.6%	18.9%	13.8%	19.0%	11.4%
	41	38	41	21	18
	42.7%	51.4%	51.2%	50.0%	51.4%
0 to 4 (Negative)	5	1	3	-	-
5 (Neutral)	5.2%	1.4%	3.8%	-	-
6 to 10 (Positive)	8	4	3	2	-
9 and 10 (Top Box)	8.3%	5.4%	3.8%	4.8%	-
	83	69	74	40	35
	86.5%	93.2%	92.5%	95.2%	100.0%
	56	52	52	29	22
	58.3%	70.3%	65.0%	69.0%	62.9%
TOTAL NON-RESPONSES	6	6	1	2	1
TOTAL ANSWERING	6.2%	8.1%	1.2%	4.8%	2.9%
	96	74	80	42	35
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.28	8.82	8.75	8.98	8.94
MEDIAN	9.00	10.00	10.00	9.50	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q28. How would you rate the job that <utility> does on communicating the need for trimming trees?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	1 1.3%	-	-
1	1 1.2%	1 1.4%	-	-	-
2	2 2.3%	-	-	1 2.6%	-
3	2 2.3%	2 2.7%	1 1.3%	1 2.6%	-
4	1 1.2%	-	1 1.3%	-	-
5	7 8.1%	2 2.7%	6 7.9%	2 5.1%	1 2.9%
6	4 4.7%	1 1.4%	6 7.9%	-	1 2.9%
7	7 8.1%	9 12.3%	7 9.2%	1 2.6%	1 2.9%
8	17 19.8%	12 16.4%	10 13.2%	8 20.5%	6 17.6%
9	10 11.6%	11 15.1%	11 14.5%	7 17.9%	7 20.6%
10 Excellent	35 40.7%	35 47.9%	33 43.4%	19 48.7%	18 52.9%
0 to 4 (Negative)	6 7.0%	3 4.1%	3 3.9%	2 5.1%	-
5 (Neutral)	7 8.1%	2 2.7%	6 7.9%	2 5.1%	1 2.9%
6 to 10 (Positive)	73 84.9%	68 93.2%	67 88.2%	35 89.7%	33 97.1%
9 and 10 (Top Box)	45 52.3%	46 63.0%	44 57.9%	26 66.7%	25 73.5%
TOTAL NON-RESPONSES	16 18.6%	7 9.6%	5 6.6%	5 12.8%	2 5.9%
TOTAL ANSWERING	86 100.0%	73 100.0%	76 100.0%	39 100.0%	34 100.0%
MEAN	8.13	8.64	8.30	8.69	9.09
MEDIAN	9.00	9.00	9.00	9.00	AC 10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q29. How would you rate the job that <utility> does on preserving the appearance of the trees they trim?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	2	3	1	-	-
	2.1%	3.9%	1.2%	-	-
1	1	1	-	-	-
	1.1%	1.3%	-	-	-
2	5	2	1	-	1
	5.3%	2.6%	1.2%	-	2.9%
3	1	2	1	1	-
	1.1%	2.6%	1.2%	2.4%	-
4	2	-	3	-	1
	2.1%	-	3.8%	-	2.9%
5	15	10	9	3	7
	15.8%	13.0%	11.2%	7.3%	20.0%
6	8	4	2	5	-
	8.4%	5.2%	2.5%	12.2%	-
7	7	6	12	3	4
	7.4%	7.8%	15.0%	7.3%	11.4%
8	15	16	20	8	5
	15.8%	20.8%	25.0%	19.5%	14.3%
9	9	9	8	3	2
	9.5%	11.7%	10.0%	7.3%	5.7%
10 Excellent	30	24	23	18	15
	31.6%	31.2%	28.8%	43.9%	42.9%
0 to 4 (Negative)	11	8	6	1	2
	11.6%	10.4%	7.5%	2.4%	5.7%
5 (Neutral)	15	10	9	3	7
	15.8%	13.0%	11.2%	7.3%	20.0%
6 to 10 (Positive)	69	59	65	37	26
	72.6%	76.6%	81.2%	90.2%	74.3%
9 and 10 (Top Box)	39	33	31	21	17
	41.1%	42.9%	38.8%	51.2%	48.6%
TOTAL NON-RESPONSES	7	3	1	3	1
	7.4%	3.9%	1.2%	7.3%	2.9%
TOTAL ANSWERING	95	77	80	41	35
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	7.32	7.48	7.75	8.29	7.91
MEDIAN	8.00	8.00	8.00	9.00	8.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE  
Independent T-Test for Means (equal variances)  
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utility> at this location?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Yes	94 85.5%	90 87.4%	75 85.2%	38 82.6%	34 82.9%
No	16 14.5%	13 12.6%	13 14.8%	8 17.4%	7 17.1%
TOTAL NON-RESPONSES	1 0.9%	-	2 2.3%	-	1 2.4%
TOTAL ANSWERING	110 100.0%	103 100.0%	88 100.0%	46 100.0%	41 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.



Q31. Do you personally see or handle this bill?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Yes	73 77.7%	75 83.3%	58 77.3%	34 89.5%	31 91.2% AC
No	21 22.3% E	15 16.7%	17 22.7% E	4 10.5%	3 8.8%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	94 100.0%	90 100.0%	75 100.0%	38 100.0%	34 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q32. How would you rate <utility> on providing a bill that makes it easy to tell how much the current month's charges are?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	-	-	-	-
	1.4%	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	-	-	1	-	-
	-	-	1.7%	-	-
5	2	-	-	-	2
	2.7%	-	-	-	6.5%
6	-	2	-	-	-
	-	2.7%	-	-	-
7	1	6	2	2	-
	1.4%	8.0%	3.4%	5.9%	-
8	12	6	6	3	3
	16.4%	8.0%	10.3%	8.8%	9.7%
9	12	11	8	7	5
	16.4%	14.7%	13.8%	20.6%	16.1%
10 Excellent	45	50	41	22	21
	61.6%	66.7%	70.7%	64.7%	67.7%
0 to 4 (Negative)	1	-	1	-	-
	1.4%	-	1.7%	-	-
5 (Neutral)	2	-	-	-	2
	2.7%	-	-	-	6.5%
6 to 10 (Positive)	70	75	57	34	29
	95.9%	100.0%	98.3%	100.0%	93.5%
9 and 10 (Top Box)	57	61	49	29	26
	78.1%	81.3%	84.5%	85.3%	83.9%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	73	75	58	34	31
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.19	9.35	9.45	9.44	9.32
MEDIAN	10.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q38. Including yourself, how many employees, both full and part time, do you employ at this location?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
1 to 4 employees	62 56.9%	51 53.1%	52 61.2%	23 50.0%	26 66.7%
5 to 25 employees	38 34.9%	39 40.6%	29 34.1%	20 43.5%	10 25.6%
26 to 100 employees	6 5.5%	4 4.2%	3 3.5%	2 4.3%	3 7.7%
over 100 employees	3 2.8%	2 2.1%	1 1.2%	1 2.2%	-
TOTAL NON-RESPONSES	2 1.8%	7 7.3%	5 5.9%	-	1 2.6%
TOTAL ANSWERING	109 100.0%	96 100.0%	85 100.0%	46 100.0%	39 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q39. How many years have you conducted business at this location?

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Up to 5 years	25 25.3%	23 24.2%	24 28.6%	9 20.5%	6 14.6%
6 to 10 years	9 9.1%	6 6.3%	8 9.5%	11 25.0% ABC	6 14.6%
11 to 20 years	16 16.2%	12 12.6%	11 13.1%	5 11.4%	6 14.6%
21 to 30 years	16 16.2% D	15 15.8% D	15 17.9% D	2 4.5%	6 14.6%
31 or more years	33 33.3%	39 41.1%	26 31.0%	17 38.6%	17 41.5%
TOTAL NON-RESPONSES	12 12.1% E	8 8.4%	6 7.1%	2 4.5%	1 2.4%
TOTAL ANSWERING	99 100.0%	95 100.0%	84 100.0%	44 100.0%	41 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.

Q40. Gender by observation.

	2015	2016	2017	2018	2019
	(A)	(B)	(C)	(D)	(E)
Male	51 45.9%	46 44.7%	38 42.2%	17 37.0%	22 52.4%
Female	60 54.1%	57 55.3%	52 57.8%	29 63.0%	20 47.6%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	111 100.0%	103 100.0%	90 100.0%	46 100.0%	42 100.0%

Comparison Groups: ABCDE  
Independent Z-Test for Percentages (unpooled proportions)  
Uppercase letters indicate significance at the 95% level.